



JOB DESCRIPTION

Title: **CUSTOMER SERVICE CLERK**
Department: Finance-Administration/Customer Services
Class Code: 6200
FLSA Status: Non-Exempt
Effective Date: July 1, 1982 (Rev. 07/04)
Grade Number: 9

GENERAL PURPOSE

Under close supervision from an administrative supervisor, performs customer service, computer work and bill collecting.

EXAMPLE OF DUTIES (Any one position may not include all of the duties listed, nor do the listed examples include all duties which may be found in positions of this class.)

- *-- Assists the public in signing up for new services; provides information over the counter and by telephone to the public; enters information from Utility Service Agreement into HTE Customer Information System.
- *-- Places billing input into the computer; reviews billing information for accuracy; forwards collection information to collection agency.
- *-- Handles returned mail; finds correct addresses.
- *-- Telephone collection of residential and commercial accounts.
- *-- Disconnects power meters for non payment of bill; connects power meters upon full payment of bill.
- *-- Generates notices; edits; sets up, adjusts and operates a mailing inserter; files; binds billing books.
- Performs related duties as required.

MINIMUM QUALIFICATIONS

Education and Experience

- High School graduation plus twelve (12) months customer service experience, or any equivalent combination of education and experience.
- Experience in the use of word processing and a typing speed of 40 net words per minute or better desired; skill in the use of 10-key and a calculator by touch desired.

Special Requirements

- Inserter and burster operation and data entry/computer terminal experience desirable but not required.

Necessary Knowledge, Skills and Abilities

- Working knowledge of residential billing systems; some knowledge of data entry into the computer.
- Ability to set up, adjust, and operate a mailing inserter; ability to do mathematical calculations quickly and accurately; ability to establish and maintain effective working relationships with employees and the public; ability to communicate effectively, verbally and in writing.

TOOLS & EQUIPMENT USED

- Personal computer, including word processing and spreadsheet software, central billing system terminal, 10-key calculator, phone, fax and copy machines.

PHYSICAL DEMANDS

The physical demands described here are representative of those that must be met by an employee to successfully perform the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

- While performing the duties of this job, the employee is frequently required to sit, stand, walk and talk or hear. The employee is occasionally required to use hands to finger, handle, or feel objects, tools, or controls; and reach with hands and arms.
- The employee must occasionally lift and/or move up to 25 pounds. Specific vision abilities required by this job include close vision and the ability to adjust focus.

WORK ENVIRONMENT

The work environment characteristics described here are representative of those an employee encounters while performing the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

- Work is performed primarily in an office setting. The noise level in the work environment is usually quiet.

DEPT/DIVISION APPROVED BY: _____ DATE: _____

EMPLOYEE'S SIGNATURE: _____ DATE: _____

H. R. DEPT. APPROVED BY: _____ DATE: _____

*Essential functions of the job.